

FAQs

Why haven't I been charged for other goods that I've received?

Items which should have incurred Import VAT and/or Customs Duty and have not been charged in the past are anomalies.

When do I need to pay the charges by?

You have 21 days from the date on the 'Fee to Pay' card. If the charges are not paid within this time, the item will be returned to the sender.

How can I pay the charge?

You can pay the charge and collect your item in person from the address on the front of the 'Fee to Pay' card. Alternatively you can pay online at: www.royalmail.com/pay-a-fee. Once we've received your payment we'll arrange for your item to be delivered.

I don't agree with the amount of VAT and Customs Duty charged, what should I do?

We cannot hand over any items until all the charges have been paid, nor can we enter into disputes on charges raised by Border Force or HMRC.

If you don't agree with the amount of VAT and Customs Duty charged you can appeal directly to Border Force by completing form BOR286, available on www.gov.uk (search Notice 143).

The Border Force contact details are on the customs charge label. Send as much information as you can, including the customs charge label, customs declaration and the part of the wrapper with your address on it.

What should I do if I don't want the item?

If, while at the Delivery Office, you decide you no longer want your item, let them know and the item will be returned to sender.

To help you

Royal Mail can arrange for alternative formats of this booklet to be sent to you in:

- Large print
- Braille
- Audio CD
- Audio cassette

To obtain a free copy call Customer Services on **03457 740 740**.

If you are deaf or hearing impaired, we offer a Textphone service on **03456 000 606**.

Alternatively, please visit our website www.royalmail.com which has been designed with all of our customers in mind.

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Customs charges



**A brief explanation and
some questions answered**

Customs charges

Customs charges are calculated and applied by Border Force on behalf of HM Revenue & Customs (HMRC). All mail sent to the United Kingdom may be checked by Border Force.

Any charges applied will depend on the contents, where it was sent from and who sent it. But usually letters, postcards and parcels of documents are exempt.

Our handling fee

To make sure you get your item as quickly as possible, we pay HMRC any Import VAT and/or Customs Duty charges on your behalf.

We then send you a “Fee to Pay” card, showing how much you need to pay before you can receive your item.

The amount you need to pay includes our £8 handling fee.

This covers the costs for clearing the item through the customs process and presenting it to Border Force.

Receiving mail from abroad

You may be charged Import VAT and Customs Duty as shown below:

Items received from the Channel Islands

- Gift sent from one individual to another*
 - Value up to £39 ☐ Import VAT ☐ Customs Duty
 - Value over £39 up to £135 ☒ Import VAT ☐ Customs Duty
 - Value over £135 ☒ Import VAT ☒ Customs Duty
- All other items*#
 - Value up to £135 ☒ Import VAT ☐ Customs Duty
 - Value over £135 ☒ Import VAT ☒ Customs Duty

Items received from EU countries

You will not incur a customs charge for receiving these items#

Items received from non-EU countries

- Gift sent from one individual to another*
 - Value up to £39 ☐ Import VAT ☐ Customs Duty
 - Value over £39 up to £135 ☒ Import VAT ☐ Customs Duty
 - Value over £135 ☒ Import VAT ☒ Customs Duty
- All other items*#
 - Value up to £15 ☐ Import VAT ☐ Customs Duty
 - Value over £15 up to £135 ☒ Import VAT ☐ Customs Duty
 - Value over £135 ☒ Import VAT ☒ Customs Duty

Sending items abroad

Please remember if you are sending goods to the Channel Islands or outside the European Union (EU), you are responsible for completing a customs declaration form (CN22 or CN23) which should be fixed to the parcel.

Both declaration forms are available at your local Post Office® branch.

The declaration must be an accurate description of the goods, the value and whether they are gifts or commercial items.

Where to find more information

You can find more information about customs charges by visiting www.royalmail.com/customs

Alternatively, search for “Notice 143” on www.gov.uk.

* **Any items containing alcohol / tobacco goods / perfume / toilet water for private consumption** – HMRC limits the amount of these goods you can import into the UK. Please search for “Notice 143” on www.gov.uk for further information. You may be charged Import VAT and Customs Duty on these items.

Any items containing alcohol / tobacco goods for commercial purposes – It is not permitted to send alcohol and tobacco products into the UK from another country, unless prior arrangements have been made to account for Customs Duty.